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Company: USPTO

From: Wendy W. Koba

Attention: Kenny S. Lin

Pages including cover sheet: 11

Fax No.: 703-872-9306

Date : November 29, 2004

Re: Serial No. 09/428,363

☒ Urgent ☐ Please review ☐ Please Comment ☐ Please Reply ☐ For your information

Case Name: Burg 113571

Serial Number: 09/428,363

Filing Date: October 27, 1999

Examiner: Kenny S. Lin

Title: Delivery of Call Queue Messages for Calls Launched from the internet

In response to a final office action dated August 31, 2004 attached please find the following:

1. Transmittal Form (1 page)
2. Certificate of Transmission under 37 CFR 1.8 (1 page)
3. Claims as Amended (1 page)
4. Amendment (7 pages)

Respectfully submitted,


Wendy W. Koba, Esq.

PTO/SB/21 (09-04)

Approved for use through 07/31/2006. OMB 0651-0031

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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TRANSMITTAL
FORM

Application Number 09/428,363
 Filing Date 10/27/1999
 First Named Inventor Burg
 Art Unit 2154
 Examiner Name Kenny S. Lin
 Attorney Docket Number 113571

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(To be used for all correspondence after initial filing)

Total Number of Pages in This Submission

ENCLOSURES (Check all that apply)

- ☐ Fee Transmittal Form
☐ Fee Attached
☒ Amendment/Reply
☐ After Final
☐ Affidavits/declaration(s)
☐ Extension of Time Request
☐ Express Abandonment Request
☐ Information Disclosure Statement
☐ Certified Copy of Priority Document(s)
☐ Reply to Missing Parts/Incomplete Application
☐ Reply to Missing Parts under 37 CFR 1.52 or 1.53

- ☐ Drawing(s)
☐ Licensing-related Papers
☐ Petition
☐ Petition to Convert to a Provisional Application
☐ Power of Attorney, Revocation
☐ Change of Correspondence Address
☐ Terminal Disclaimer
☐ Request for Refund
☐ CD, Number of CD(s) _____
☐ Landscape Table on CD

- ☐ After Allowance Communication to TC
☐ Appeal Communication to Board of Appeals and Interferences
☐ Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)
☐ Proprietary Information
☐ Status Letter
☐ Other Enclosure(s) (please identify below):

1. Fax cover sheet
 2. Cert. of transmission
 3. Claims as Amended

Remarks

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name Wendy W. Koba, Esq.
 Signature Wendy W. Koba
 Printed name Wendy W. Koba
 Date 11/29/04 Reg. No. 30509

CERTIFICATE OF TRANSMISSION/MAILING

I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below:

Signature Wendy W. Koba
 Typed or printed name Wendy W. Koba Date 11/29/04

This collection of information is required by 37 CFR 1.6. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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PTO/SB/97 (09-04)

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Wendy W. Koba
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30509
Registration Number, if applicable

610-346-7112
Telephone Number

Note: Each paper must have its own certificate of transmission, or this certificate must identify each submitted paper.

1. Fax Cover Sheet (1 sheet)
2. Claims as Amended (1 sheet)
3. Amendment (7 sheets)

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IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

CASE Burg 113571

SERIAL NO. 09/428,363

GROUP ART UNIT 2154

FILED October 27, 1999

EXAMINER Kenny S. Lin

TITLE Delivery of Call Queue Messages for Calls Launched from the Internet

COMMISSIONER OF PATENTS
P.O. Box 1450
Alexandria, VA 22313-1450

SIR

Enclosed is an amendment in the above-identified application:

[☒] No additional fee is required, as shown below.

CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NUMBER PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDITIONAL FEE
TOTAL CLAIMS FOR FEE PURPOSES	<u>23</u>	MINUS	<u>27</u>	<u>0</u>	X \$18	<u>0</u>
INDEPENDENT CLAIMS	<u>2</u>	MINUS	<u>2</u>	<u>0</u>	X \$88	<u>0</u>
MULTIPLE DEPENDENT CLAIM(S) First presented with this amendment, if applicable					X \$300	
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ <u>0</u>

Respectfully,

Wendy W. Koba
Wendy W. Koba
Reg. No. 30509
Attorney for Applicant(s)
610-346-7112

Date: 11/29/04

Burg 113571

**IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE**

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Patent Application**Inventor(s)** Frederick Murray Burg**Case** 113571**Conf. No.** 4560**Serial No.** 09/428,363**Group Art Unit** 2154**Filing Date** October 27, 1999**Examiner** Kenny S. Lin**Title** Delivery of Call Queue Messages for Calls Launched from the Internet

**COMMISSIONER FOR PATENTS
ALEXANDRIA, VA 22313-1450**

SIR:

AMENDMENT

In response to an Office Action dated August 31, 2004 (application Paper No. not shown), please amend the above-identified application as follows: